



GCA National Building Fulfills All Building Maintenance Needs

BY PEDRO VALLE JAVIER

GCA National Building is the result of a merger between National Building Corp. and GCA Services Group Inc. National Building Corp. has been operating in Puerto Rico for 37 years. The company provides maintenance and sanitation services to the manufacturing, pharmaceutical, health-care, and education industries.

The company was founded by Helcías Bermúdez and his son, Helcías Daniel Bermúdez, who grew up in the industry and currently serves as president of GCA National Building's operations in Puerto Rico. The younger Bermúdez explained, "We provide all the equipment, materials, supervision, and human resources needed to keep a facility clean and sanitized."



*Helcías Daniel Bermúdez,
president of GCA National
Building in Puerto Rico*

According to Bermúdez, GCA National Building provides the complete staff needed to fulfill a company's maintenance needs. "All buildings need maintenance. There always are a lot of people walking around. Our purpose is to clean up after all those people." The personnel provided by GCA National Building is highly trained and highly qualified, he said.

The company's specialty is the pharmaceutical and manufacturing industries. GCA National Building is capable of dealing with aseptic or clean rooms. "We design a cleaning procedure for clean rooms based on the client's requirement." The company has employees specially trained for clean rooms.

According to Bermúdez, all the company's

services are based on continuing education. "We believe in continuing education for our employees. It creates higher self-esteem, motivation, and quality of work."

Aside from janitorial services, the company has diversified into other markets. "We offer recycling services. We also can design and maintain landscaping." The company has a division called Facility Maintenance as well. The division provides resident contractor services. "We become part of a client's operation by keeping the client's facility in top shape." This division can take care of a facility's lighting, paint, and any light-maintenance need. It also provides handyman and electrician services. "We give these services to the clients for them to concentrate on their business process," Bermúdez said.

"Our philosophy is to add value to our clients and be part of their team by using our values of honesty, commitment, and responsibility." n

Mentor Technical Group Enhances Its Services with RCM

BY PEDRO VALLE JAVIER

Mentor Technical Group is well-known for providing technical support in utilities management for industries regulated by the Food & Drug Administration.

A year ago, the company enhanced its services

by providing Reliability Centered Maintenance (RCM). "By using RCM, we provide maintenance services using scientific methods," explained Luis Soto, president of Mentor Technical Group. According to Soto, Mentor can provide high-quality RCM services through the integration of its other divisions' knowledge.

RCM is defined as the process used to determine what must be done to ensure that any physical asset continues to do whatever its users want it to do in its present operating context. To achieve this, seven questions must be asked about the asset under review. These are: What are the functions and associated performance standards of the asset in its present operating context? In what ways does it fail to fulfill its functions? What causes each functional failure? What happens when each failure occurs? In what way does each failure matter? What can be done to predict or prevent each failure? What if a suitable proactive task can't be found?

Through RCM, Mentor develops a maintenance scheme based on the reliability of the various components of the client's system. By implementing a preventative maintenance program using RCM, clients can greatly reduce costs. Developing an effective RCM program requires extensive knowledge about the reliability and maintainability of the system and all of its subsequent components. "Our company has expertise in many fields such as calibration, validation, and utilities management. RCM is the next level of service for our clients," Soto said.

According to Soto, there are many companies that provide preventive maintenance services. Yet, when it comes to the pharmaceutical industry, the process is very different. "The pharmaceutical industry has equipment that has to be very controlled. When any changes in the equipment are made, they require multidisciplinary knowledge." Soto said this is why Mentor outranks the competition. n

Preventive Maintenance Service Corp., established in March 1962, was founded with the purpose of offering services of excellence and quality for the industry of **Air Conditioning (Cooling, Heating & Ventilation).**



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